

# TRICARE Europe

## Release

*"Your passport to quality health"*

Phone: (DSN) 496-6315 (Comm.) 06302-67-6315

International: 00-49-6302-67-6315

Email: teopao@europe.TRICARE.osd.mil

Web: www.europe.TRICARE.osd.mil

**Release Number: 03-19**

**Date: August 18, 2003**

**Contact: Troy Kitch**

### **Patient Satisfaction on Target for TRICARE Europe**

According to the *2003 Health Care Survey of DoD Beneficiaries*, TRICARE Europe beneficiaries rate the health care they receive overseas comparably to the care they receive in stateside TRICARE regions.

Additionally, beneficiary feedback compiled from TRICARE Europe comment cards points to a high level of patient satisfaction with host nation provider care — 94 percent of respondents rate the quality of their medical in Europe as “Good” or “Excellent.” TRICARE Europe collects these comment cards from beneficiaries who are referred to a host nation provider in European and Central Command.

Both measurement tools help decision makers improve the Military Health System and the TRICARE system. With both surveys, beneficiaries are asked to comment on the quality of their health care experience based on factors such as ease of access, communication and service, and ratings of doctors.

“What these results indicate is that our beneficiaries generally perceive that the care they receive in Europe stacks up quite well to the care they receive back in the states,” said Col. (Dr.) James Rundell, TRICARE Europe Executive Director, “They are also quite satisfied with host nation care, which is particularly encouraging considering that beneficiaries here in Europe often face foreign languages and cultural differences.”

While some aspects of host nation medical care may not be exactly the same as in the U.S., Rundell noted that the providers in the TRICARE Europe Preferred Provider Network are fully qualified, quality medical providers. Added to this, TRICARE Service Center staff members are available to help bridge cultural and

-MORE-

language gaps. These personnel understand the local culture and clinical practice environment and assist beneficiaries when they are referred for health care in on the economy.

“Facilities and processes may be different than many of us may be used to, but living with cultural differences is part of serving overseas,” Rundell said.

“Our goal at TRICARE Europe is to ensure that all beneficiaries receive quality outcomes of care. The DoD survey, combined with the data we collect direct from beneficiaries here in Europe, tell us that we are making great strides towards this goal,” he added. TRICARE Europe maintains an active quality-monitoring program to ensure that beneficiaries consistently receive the best possible care from members of the TRICARE Europe Preferred Provider Network. If a military Medical Treatment Facility finds that a provider is not meeting its expectations, they have the option to discontinue the PPN agreement with that member. TRICARE Europe’s PPN agreements are reviewed for renewal on an ongoing, regular basis.

“The providers in our PPN represent the best-available host nation providers in Europe, Africa, and the Middle East,” Rundell said, “We’re proud of the relationships we have developed over time with providers around Europe, and we’re confident that our beneficiaries will be satisfied with the care they receive. But Medical Treatment Facilities and TRICARE Europe need to hear about it when patients have concerns or questions about something that has happened during a host nation medical encounter.”

It is very important that beneficiaries return TRICARE Europe patient customer comment cards. TRICARE Europe centrally collects patient feedback to look for trends and patterns that will help MTFs identify and best use the highest quality providers. Beneficiaries are also urged to complete and return the DoD survey if they receive one in the mail to help improve the Military Health System.

For more information on the TRICARE Europe Preferred Provider Network, see [www.europe.tricare.osd.mil](http://www.europe.tricare.osd.mil) or visit your local TRICARE Service Center. The customer comment card is available online at <https://telemed.europe.tricare.osd.mil/main/commentcard/commentcard.asp>.

The *2003 Health Care Survey of DoD Beneficiaries* is also available online at <http://www.tricare.osd.mil/survey/hcsurvey/2003/q1/report/html/index.htm>.

**-END-**